

Information Technology Resource Management Council (ITRMC)  
**Access Idaho Steering Committee**

**Meeting Minutes**

(Approved by Committee September 25, 2003)

**August 28, 2003**

The Access Idaho Steering Committee monthly meeting was held on Thursday, August 28, 2003, from 1:35 to 2:40 p.m., in Conference Room 155 of the LBJ Building, Boise, Idaho.

**CALL TO ORDER, WELCOME**

Chairman **Bill Farnsworth**, who welcomed members and others in attendance, called the meeting to order.

**ATTENDANCE**

**Members Present:**

Bill Farnsworth, ITRMC Staff  
Chuck Goodenough, Secretary of State's Office  
John McAllister, Department of Labor  
Susan Simmons, Idaho Transportation Dept.  
Rob Spofford, Department of Water Resources  
Jeff Walker, Access Idaho

**Absent Member(s):**

Mark Little, Division of Purchasing

**Others Present:**

Jon Eckerle, Department of Administration  
Emily Gales, ITRMC Staff

**MOTION:** Farnsworth moved and Walker seconded a motion to approve the July 24, 2003, Access Idaho Steering Committee Meeting Minutes, and the motion did not pass, as there were no other votes.

**REPORT FROM ACCESS IDAHO**

**Jeff Walker**, Access Idaho, reviewed the monthly Access Idaho **General Manager's (GM) Report** (refer to handout: <http://www2.state.id.us/itrmc/committees/accessidaho/july03gmreport.pdf>). He briefly described the process for online vehicle registration renewals. Since the application's launch date, 150 renewals had been done online. The benefits of online renewals were then talked about briefly; and Walker continued with review of the GM Report.

Since the time Access Idaho built the **Board of Nursing online application for license renewals**, thirteen percent of renewals took place online, said Walker.

The previous **per-month average of Department of Insurance (DOI) online license renewals** was about 100. Since the DOI reduced the price for non-resident insurance producers' online renewals by \$20, the number had tripled to approximately 300 renewals per month.

As Access Idaho marketing efforts on behalf of the Idaho Real Estate Commission (IREC) ceased during the month of August, IREC online transactions and license renewals were reduced to \$10,000 and 47, respectively. On the contrary, there were \$20,000 in online transactions and 96 online license renewals in July. Online activity would be monitored in September; if renewals continued to decline, Access Idaho would again perform monthly direct-mail marketing on behalf of the IREC at a cost of about \$200 to Access Idaho. This cost was recovered through additional renewals completed online.

## **REVIEW OF SERVICE LEVEL AGREEMENTS**

Chairman Farnsworth advised the Department of Administration's deputy attorney general had reviewed and approved all three service level agreements (SLA's) up for approval today.

### *Discussion:*

- The DEQ agreement for website templates (with no money involved) had in fact already been entered into. In the case of the State Tax Commission's SLA Addendum D, the work had already been completed. Consequently, **Susan Simmons**, Idaho Transportation Department, wondered **what value the Steering Committee was adding**. This issue was considered further. *Chairman Farnsworth requested Jeff Walker prepare a list of pending SLA's, including the application(s) and fees involved, to be forwarded to Committee members periodically.*

**MOTION: Spofford moved and Goodenough seconded a motion to approve the Department of Environmental Quality SLA, and the motion passed unanimously.**

**MOTION: Simmons moved and Spofford seconded a motion to approve Addendum D to the State Tax Commission SLA, and the motion passed unanimously.**

**MOTION: Goodenough moved and Spofford seconded a motion to approve Addendum G to the Idaho Transportation Department SLA, and the motion passed unanimously.**

Chairman Farnsworth had brought a copy of the **First Amendment to Addendum A of the Office of the Attorney General SLA**. However, the Steering Committee would not be approving it, as it was for an elected official. The agreement was drafted to change the consumer charges to \$0. Refunds had been issued to those who paid to have their names added to the No Call List in July 2003, said Walker.

## **IDAHO.GOV URL APPROVALS**

(Refer to handout: <http://www2.state.id.us/itrmc/committees/accessidaho/minutes/m030828/dotgov.pdf>.)

Farnsworth reviewed July 24 meeting discussions related to Steering Committee approvals of '.gov' uniform resource locators (URL's) (see <http://www2.state.id.us/itrmc/committees/accessidaho/minutes/m030724.htm#dot-gov>). ITRMC IT Policy 5020, .Gov Domain, and IT Enterprise Guideline G410, Idaho.gov, Id.gov Domains, had been adopted by the ITRMC on August 20, 2003. Policy 5020 pointed to Guideline G410 as a procedure reference. The guideline stated, "Request for domain names are to be...approved by the Access Idaho Steering Committee." Also, the "Committee...will have final say in any and all disputes [of a requested, or issued, domain name within the idaho.gov/id.gov domain structures] if...mediation [by the Idaho Department of Administration (DOA) Domain Name Server/Service (DNS) Management staff] fails to reach a consensus agreement." Chairman Farnsworth advised he was not opposed to these duties being handled by the Steering Committee, as he thought they somewhat related to the scope of the group's existing responsibilities. He anticipated very few issues/problems; most of the work would fall on the State DNS manager.

### **Discussion Points:**

- Examples of domain name disputes among agencies. It was noted that if an agency desired an exception to Policy 5020, it would need to request an exemption directly from the ITRMC.

- Domain names no longer needed. There would be a survey of agencies regarding unused domain names. Subsequently, use of any identified names would be discontinued. Susan Simmons later suggested the survey of agencies be performed prior to the rollover of existing 'state.id.us' names. As per Policy 5020, 'state.id.us' DNS entries would not be eliminated unless an agency so requested.
- Initial Idaho.gov DNS entries. **Jon Eckerle**, DOA and State DNS manager, mentioned the list of domain names up for approval only included existing names with the extension 'state.id.us.'
- Implementation timeframe. State agencies had been given three years from the date of policy approval to comply.
- Special-purpose/short-term domain names
- Interagency conflict resolution relevant to non-standard 'idaho.gov' URL's
- Positive feedback received regarding the rollover
- Department of Labor issues. John McAllister remarked that the Department of Labor's biggest problem with the new policy was that its customers were used to using its current URL. Farnsworth reiterated that existing domain names would not be eliminated unless agencies desired. McAllister then commented that the change in domain names was not without cost; agencies would have to market the new URL's. Farnsworth agreed, and mentioned the Department of Commerce had discussed the possibility of marketing the '.gov' domain in general. McAllister brought up other concerns of the Department of Labor.
- Use of Active Directory, a component of the Microsoft Windows 2000 architecture. Per Jon Eckerle, the State did not have Active Directory. This would be an excellent, opportune time to incorporate it. There was more discussion on this.
- Opposition to and support for Policy 5020 and Guideline G410
- Re-naming/branding of the State home page. Jeff Walker advised Access Idaho would work with the Department of Commerce and Chairman Farnsworth this fall on re-branding the State website, accessidaho.org. He discussed this in more detail, including some Access Idaho concerns.

**MOTION:** Goodenough moved and Simmons seconded a motion to defer approval of initial 'idaho.gov' URL's, a rollover of existing 'state.id.us' domain names, until the next meeting of the Access Idaho Steering Committee.

#### **Discussion Points Prior to Final Vote**

Susan Simmons was not sure what value Committee members were adding by approving the initial 'idaho.gov' domain names. There was more discussion about the role of the Steering Committee in URL approvals. Chuck Goodenough requested additional, written information.

**The motion passed with four affirmative and two dissenting votes.**

#### **Further Discussion:**

- The Committee's role in the resolution of agency disputes pertaining to 'idaho.gov' URL's.

#### **NEW BUSINESS / ADJOURNMENT**

As there was no other business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:40 p.m. The next Access Idaho Steering Committee meeting was scheduled for Thursday, September 25, 2003, from 1:30 - 3:00 p.m. in Conference Room 155 of the LBJ Building, 650 West State Street, Boise.

Respectfully submitted,

Emily Gales, ITRMC Assistant